# **Before You Begin**

# Your computer must meet the system requirements



# **1. Broadband Internet Connection:**

With at least 3 MBPS download and 512 KBPS upload speeds.

#### Click here to Run the Speed Test

**Note:** If you are on a home network, most popular mainstream routers will be fine. However, in an office environment with multiple connections from multiple computers, you should use a **business class router**. This allows for a stable internet connection and consistent traffic to travel through your network.

Also consider **removing all firewall software** from computers if you go with a business class router. It will keep your internet speeds more efficient.

# 2. Windows PC:

# XP/Vista

If you are working from **Windows XP** or **Vista** computers, you will need to click on the links below to upgrade. You will also need to **reboot** your computer once the update(s) have been successfully installed:

- <u>Run all recent Microsoft updates</u> (requires a reboot)
- <u>Windows XP to Service Pack 3</u> (requires a reboot)
- <u>Windows Vista to Service Pack 2</u> (requires a reboot)
- <u>Remote Desktop Protocol 7.1 or higher</u>
- <u>The latest versions of printer drivers</u> (requires a reboot)

### Windows 7 & 8

If you are working from **Windows 7** or **8** computers, you will need to click on the links below to update. You will also need to **reboot** your computer once the update(s) have been successfully installed:

- <u>Run all recent Microsoft updates</u> (requires a reboot)
- The latest versions of printer drivers (requires a reboot)

#### Minimum:

- Windows XP SP3, Windows Vista SP2 or Windows 7 or 8
- Remote Desktop Protocol (connection) 7.1 or higher
- 150 MB hard drive space
- 2 GB RAM
- 1024 x 768 monitor resolution

#### **Recommended:**

- Windows 7 SP1
- Remote Desktop Protocol (connection) 7.1 or higher
- 2 GB hard drive space
- 4 GB RAM
- Dual screen monitors with a combined screen resolution no higher than 4096 x 2048

# Let's Get Started on RDP!

- 1. Click on the Start Menu
- 2. Type **mstsc** in the search bar.
- 3. Hit Enter on your keyboard.

Note: For earlier versions of Windows, you will have to click on Run in the Start Menu to bring up the search bar



## 4. Type your computer name: vm-XX.cloud9realtime.com

**Note:** Replace **XX** with your Virtual Server number

5. Click on the "**Options**" arrow once completed



- 6. Under the **General** tab, enter your user name after cloud9
  - Example: CLOUD9\ user name
  - Check mark "Allow me to save credentials"

| nemote [  | Desktop Connection   |
|-----------|--|
|           | Remote Desktop<br>Connection   |
| General D | Isplay   Local Resources   Programs   Experience   Advanced     tings     Enter the name of the remote computer.     Computer:   vm-XX.cloud9realtime.com     User name:   CLOUD9\username     You will be asked for credentials when you connect. |
| Connectio | Allow me to save credentials   |
|           | Save the current connection settings to an RDP file or open a saved connection.       Save     Save As     Open  |
| Options   | Connect Help   |

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General Disp

Options

Display configuration

Small

Connection note Desktop

nection

Full Screen Use all my monitors for the remote session

Choose the color depth of the remote session

Highest Quality (32 bit)

Display the connection <u>b</u>ar when I use the full screer

Local Resources Programs Experience Advanced

Choose the size of your remote desktop. Drag the slider all the way to the right to use the full screen. Large

**— — — X** 

Connect <u>H</u>elp

7. Under the **Display** tab, you can choose if you want to use all your monitors to display your virtual office. (For people with dual monitors)



- Make sure the "Printers" and "Clipboard" options are checked
- Then click on "More..." to check-mark all your local devices and resources.





# **Remember to Save Your Settings**

- - × 💀 Remote Desktop Connection 9. Go back to the General tab and Remote Desktop Connection 10. Click "Save As ..." General Display Local Resources Programs Experience Advanced Logon settings Enter the name of the remote computer Computer: • User name: CLOUD9\usermame You will be asked for credentials when you connect. Allow me to save credentials Connection settings Save the current connection settings to an RDP file or open a saved connection Save As. Open. Connect <u>H</u>elp
- 11. Choose a name for your RDP icon
- 12. Make sure you are saving the icon to your **Desktop**.
- 13. Click "Save" to create the desktop icon.



14. Click on the desktop icon to access your virtual office at any time.



15. Type in your password and check-mark "Remember my credentials".

## 16. Click "**OK**" once completed.

**Note:** Saving your credentials is not recommended if you are using a public computer.



17. You have successfully accessed your virtual office using Windows Remote Desktop Connection.



### 18. Click on **Start > Computer** to access your files



### 19. Drive Descriptions:

(H:) This is where all the e-Dashboard files will be stored. It is specific to the users company files.

(D:) This is the data storage for the virtual server. Only Admins will have access to this drive.

(C:) This is for <u>Cloud9 Administrator Use Only</u>. Do not save files in the C: drive. You will not have access to this drive.

| Organize ▼   Search Computer     Organize ▼   System properties   Uninstall or change a program   Map network drive   Open Control Panel     Image: Provides   Powless   •   Hard Disk Drives (2)   Data (D:)     Image: Provides   •   Hard Disk Drives (2)   Data (D:)     Image: Provides   •   Hard Disk Drives (2)   Data (D:)     Image: Provides   •   Hard Disk Drives (2)   Data (D:)     Image: Provides   •   •   Hard Disk Drives (2)     Image: Provides   •   •   •     Image: Provides   •   •   • | and the state of t |  |                     | _ [ | 1 |
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20. To transfer files, you can simply "**Copy & Paste**" to and from your **Local** & **Virtual** environments.

Right click on the file you would like to transfer, and then choose "**Copy**". Right click on the destination and choose "**Paste**".

**Note:** Estimated time of transfer is determined by the size of the file and your internet connection. The larger the file, the longer it will take.

Cloud9 recommends larger transfers to be performed off hours or by sending an external hard drive to Cloud9 for direct upload.



To log off your virtual office, click your virtual servers Start Menu and then click "Log off" to disconnect.

**Note:** The remote session will automatically disconnect after three hours of idle time.





## Thank You for Choosing Cloud9 Real Time as Your Cloud Service Provider!

For further assistance, please visit our online Support Center at <u>www.Cloud9HELP.com</u> where you can reference our online <u>Knowledge Base</u> & <u>User Guides</u>, submit service request <u>Forms</u> or ask our virtual assistant <u>Cloudius</u> to get your answer!

Please contact us directly at **888-869-0076** for immediate assistance.

